

# UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: FAMILY SERVICES PROVIDER / COORDINATOR I/II  
CLASS CODE: I - 2378 II - 2373

FLSA STATUS: EXEMPT

SUPERVISORY STATUS: I - NONE II - LEAD

EFFECTIVE DATE: 1/5/2010  
DEPARTMENT: CHILDREN'S JUSTICE CENTER

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## JOB SUMMARY

Performs as a licensed social worker in coordinating and providing mental health services for victims of crime and their families through the Family Justice Program.

## CLASS CHARACTERISTICS

**Family Services Provider / Coordinator I:** This working level is licensed as a Certified Social Worker (CSW) and performs under general supervision of the Executive Director-CJC and direct supervision of a Licensed Clinical Social Worker (LCSW).

**Family Services Provider / Coordinator II:** This advanced level of the series is a Licensed Clinical Social Worker (LCSW). Incumbents in this classification work under the general supervision of the Executive Director-CJC and are capable of providing independent counseling services and training and leading others.

## ESSENTIAL FUNCTIONS

### **Family Services Provider / Coordinator I:**

Coordinates the Family Justice Program by providing evening clinics in order to provide clients access to intake services from multiple service agencies at one location; solicits and coordinates the involvement of multiple community service agencies and mental health providers.

Provides crisis intervention services to victims of crime on site and by telephone; provides emotional support, facilitates timely access to multiple essential services, and coordinates therapeutic treatment program access for the victim and impacted family members; provides assessments and referrals for mental health services as necessary.

Provides direct clinical intervention to assist in the review, service staffing, and treatment processes for victims of crime.

Facilitates a multi-disciplinary team approach in case management on behalf of victims; coordinates services with multiple service agencies and facilitates the flow of information between the agencies responsible for services as appropriate.

Oversees decisions involving program delivery and protocol for the program.

Assists outside agencies in implementing procedures to improve their accessibility and intake processes for clients.

Ensures process continuity and maintains case records according to Children's Justice Center policies and procedures; produces and submits timely statistical reports as required to maintain funding.

Apprises the Family Justice Center Advisory Board and the Utah County Commission on conditions impacting the program and the community in general and recommends appropriate action.

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***Family Services Provider / Coordinator II (in addition to the essential functions described above):***

Provides direct counseling services to victims without clinical supervision.

Oversees and/or trains professionals, interns, and volunteers in all aspects of the Family Justice Program.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

***Family Services Provider / Coordinator I:***

**Working Knowledge of:** social services systems including protective service programs and procedures; principles and practices of social assessment; principles and practices of providing therapeutic intervention; criminal justice system; laws, ordinances, and policies relevant to work performed.

**Skill in:** providing crisis intervention and short term counseling; public relations; creating and maintaining files, records, and reports; coordinating multiple tasks efficiently.

**Ability to:** maintain cooperative working relationships with those contacted during the course of work activities; coordinate and facilitate communication between multiple agencies and professionals in accordance with professional standards; communicate effectively verbally and in writing; maintain confidentiality.

***Family Services Provider / Coordinator II (in addition to knowledge, skills, and abilities listed above):***

**Considerable Knowledge of:** social services systems including protective service programs and procedures; principles and practices of social assessment; principles and practices of providing therapeutic intervention without clinical supervision; criminal justice system; laws, ordinances, and policies relevant to work performed.

**Advanced Skill in:** providing crisis intervention and short term counseling; public relations.

**Ability to:** effectively train and lead others; provide independent therapeutic intervention.

#### **PHYSICAL DEMANDS**

**Regularly:** sits at a desk or table; walks, stands, or stoops; works for sustained periods of time maintaining concentrated attention to detail.

**Occasionally:** lifts or otherwise moves objects weighing up to 30 pounds; drives a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

#### **WORKING CONDITIONS**

Work is typically performed in an office or other environmentally controlled room. Work may occasionally expose the incumbent to contagious or infectious diseases. Work may expose the incumbent to high stress situations and potentially hostile situations including contact with the public in confrontational, emotionally charged, or uncomfortable situations.

#### **EDUCATION AND EXPERIENCE**

Selected applicants are subject to, and must successfully pass, a full background check.

***Family Services Provider / Coordinator I:*** Master's degree in social work, psychology, or a mental health program approved by the Department of Professional Licensing (DOPL).

***Family Services Provider / Coordinator II:*** Master's degree in social work, psychology, or a mental health program approved by the Department of Professional Licensing (DOPL) and two (2) years of administrative and/or direct services work experience in a clinical, educational, victim services, or other related setting.

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### **LICENSING AND CERTIFICATION**

***Family Services Provider / Coordinator I:*** Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment. Applicant must possess, and if selected maintain, licensure with the State of Utah as a Certified Social Worker (CSW).

***Family Services Provider / Coordinator II:*** Applicant must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment. Applicant must possess, and if selected maintain, licensure with the State of Utah as a Licensed Clinical Social Worker (LCSW).

### **CAREER LADDER ADVANCEMENT**

For promotion through career ladder advancement from the lower classification level of this series to the higher one, there must be funding in the budget and the employee must: 1) possess the required licensure and certifications of the higher classification level, 2) meet the education and experience requirements and class characteristics of the higher classification level, 3) have written recommendation from the department head and, 4) receive approval from the Director - Office of Personnel Management.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.